



# MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

**BBA 200: ORGANIZATION BEHAVIOUR**

**DATE: 29/11/2019**

**TIME: 2.00-4.00 PM**

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## INSTRUCTIONS:

Answer Question ONE and any other TWO Questions.

### QUESTION ONE (20 MARKS)

- Explain briefly what is meant by the term Organization Behaviour. (4 marks)
- Outline the core self-evaluation determinants of behaviour in an Organization's employees. (4 marks)
- Explain THREE factors that can affect a group in an organizational setting. (6 marks)
- Outline any FOUR reasons why people see things differently. (4 marks)
- Describe how an ethical organization culture is created. (6 marks)
- Explain briefly the key elements to consider when designing organization structure. (6 marks)

### QUESTION TWO (20 MARKS)

- Bases of power are categorized into Formal and Personal power. Explain one form of power from each category. (10 marks)
- Discuss any FIVE characteristics of Organization Culture. (10 marks)

### **QUESTION THREE (20 MARKS)**

- a) Distinguish between democratic and free reign styles of leadership. (2 marks)
- b) Describe the functions of attitude using relevant examples. (8 marks)
- c) Explain FIVE strategies that you would employ in handling conflict in a group. (10 marks)

### **QUESTION FOUR (20 MARKS)**

- a) In organizations, it is normal to form groups both formally and informally and for different reasons. Describe the group development stages that occur in the formation of groups. (16 marks)
- b) Conflict within groups is quite common and thus has potential to be damaging. Outline any FOUR strategies for handling such conflict. (4 marks)

### **QUESTION FIVE (20 MARKS)**

- a) Explain how you would go about making a management decision using the rational decision making process if you were the Managing Director of Mashariki Inc. (12 marks)
- b) Political behavior is activities that are not required as part of ones' formal role in organizations but that influence or attempt to influence ,the distribution of advantages and disadvantages within the organization. Briefly explain:
  - i. Legitimate political behavior (4 marks)
  - ii. Illegitimate political behavior (4 marks)